

|           | 2009             |        |       |             |        |       |                   |        |       |    | 2010             |        |       |             |        |       |                 |        |       |    | 2011             |        |       |             |        |       |                 |        |       |      | 2012             |       |      |             |       |      |                 |       |    |    |  |
|-----------|------------------|--------|-------|-------------|--------|-------|-------------------|--------|-------|----|------------------|--------|-------|-------------|--------|-------|-----------------|--------|-------|----|------------------|--------|-------|-------------|--------|-------|-----------------|--------|-------|------|------------------|-------|------|-------------|-------|------|-----------------|-------|----|----|--|
|           | NORMAL BUS HOURS |        |       | AFTER HOURS |        |       | WEEKEND & HOLIDAY |        |       |    | NORMAL BUS HOURS |        |       | AFTER HOURS |        |       | WEEKEND/HOLIDAY |        |       |    | NORMAL BUS HOURS |        |       | AFTER HOURS |        |       | WEEKEND/HOLIDAY |        |       |      | NORMAL BUS HOURS |       |      | AFTER HOURS |       |      | WEEKEND/HOLIDAY |       |    |    |  |
|           | GOAL             | ACTUAL | DIFF. | GOAL        | ACTUAL | DIFF. | GOAL              | ACTUAL | DIFF. |    | GOAL             | ACTUAL | DIFF. | GOAL        | ACTUAL | DIFF. | GOAL            | ACTUAL | DIFF. |    | GOAL             | ACTUAL | DIFF. | GOAL        | ACTUAL | DIFF. | GOAL            | ACTUAL | DIFF. | GOAL | ACTUAL           | DIFF. | GOAL | ACTUAL      | DIFF. | GOAL | ACTUAL          | DIFF. |    |    |  |
| January   | Plus 60 Min      |        | 22    |             |        |       | 1                 | Y      |       |    | 0                |        |       |             |        |       | 1               | Y      |       |    |                  | 0      |       |             |        |       |                 | 1      |       |      |                  | 0     |      |             |       | 0    |                 |       |    |    |  |
|           | 60 Minutes       | 83     | 4     | -19         | 24     | 1     | Y                 | 19     | 3     | Y  |                  | 34     | 0     | Y           | 10     | 1     | Y               | 24     | 6     | Y  |                  | 66     | 2     | Y           | 38     | 1     | Y               | 32     | 1     | Y    |                  | 60    | 3    | Y           | 16    | 0    | Y               | 10    | 0  | Y  |  |
|           | 45 Minutes       | 77     | 12    | -17         | 22     | 7     | Y                 | 17     | 3     | Y  |                  | 32     | 2     | Y           | 9      | 5     | Y               | 22     | 8     | -3 |                  | 61     | 7     | Y           | 34     | 7     | Y               | 29     | 13    | Y    |                  | 56    | 7    | Y           | 15    | 3    | Y               | 9     | 3  | Y  |  |
|           | 30 Minutes       | 71     | 48    | -23         | 20     | 16    | -4                | 15     | 14    | -1 |                  | 29     | 33    | Y           | 8      | 4     | -4              | 20     | 11    | -9 |                  | 56     | 59    | Y           | 32     | 32    | Y               | 26     | 20    | -6   |                  | 51    | 51   | Y           | 14    | 14   | Y               | 8     | 8  | -1 |  |
|           | Sub total        |        | 86    |             |        |       | 25                |        |       | 20 |                  | 131    |       |             |        | 10    |                 |        | 26    |    | 71               |        | 68    |             |        | 40    |                 |        | 34    |      | 142              |       | 62   |             |       | 17   |                 | 11    |    | 90 |  |
| February  | Plus 60 Min      |        | 0     |             |        |       | 1                 | Y      |       |    | 0                |        |       |             |        |       | 0               |        |       |    |                  | 0      |       |             |        |       |                 | 3      |       |      |                  | 0     |      |             |       | 0    |                 |       |    |    |  |
|           | 60 Minutes       | 49     | 0     | Y           | 21     | 0     | Y                 | 14     | 2     | Y  |                  | 40     | 0     | Y           | 14     | 1     |                 | 15     | 2     | Y  |                  | 73     | 0     | Y           | 36     | 2     | Y               | 31     | 4     | -1   |                  | 39    | 3    | Y           | 12    | 0    | Y               | 11    | 1  | Y  |  |
|           | 45 Minutes       | 46     | 6     | Y           | 19     | 5     | Y                 | 13     | 5     | Y  |                  | 37     | 3     | Y           | 13     | 4     |                 | 13     | 5     | Y  |                  | 68     | 9     | Y           | 33     | 9     | Y               | 28     | 12    | -2   |                  | 36    | 3    | Y           | 11    | 2    | Y               | 10    | 4  | Y  |  |
|           | 30 Minutes       | 42     | 45    | Y           | 18     | 16    | -2                | 11     | 8     | -3 |                  | 34     | 38    | Y           | 12     | 10    | -2              | 12.2   | 9     | -4 |                  | 62     | 66    | Y           | 30     | 27    | -3              | 25     | 14    | -11  |                  | 33    | 34   | Y           | 10    | 11   | Y               | 9     | 7  | -3 |  |
|           | Sub total        |        | 51    |             |        |       | 22                |        |       | 15 |                  | 88     |       |             |        | 15    |                 |        | 16    |    | 72               |        | 75    |             |        | 38    |                 |        | 33    |      | 146              |       | 40   |             |       | 13   |                 | 12    |    | 65 |  |
| March     | Plus 60 Min      |        | 1     |             |        |       | 0                 |        |       | 1  | Y                |        |       |             |        |       | 0               |        |       |    |                  | 0      |       |             |        |       |                 | 0      |       |      |                  | 0     |      |             |       | 0    |                 |       |    |    |  |
|           | 60 Minutes       | 58     | 0     | Y           | 22     | 2     | Y                 | 19     | 3     | Y  |                  | 50     | 1     | Y           | 19     | 4     | Y               | 9      | 1     | Y  |                  | 67     | 0     | Y           | 18     | 0     | Y               | 12     | 3     | Y    |                  | 33    | 1    | Y           | 15    | 0    | Y               | 17    | 0  | Y  |  |
|           | 45 Minutes       | 54     | 9     | Y           | 20     | 4     | Y                 | 17     | 5     | -1 |                  | 47     | 1     | Y           | 17     | 4     | -2              | 8      | 6     | Y  |                  | 62     | 5     | Y           | 16     | 1     | Y               | 11     | 5     | -1   |                  | 31    | 4    | Y           | 14    | 3    | Y               | 15    | 10 | Y  |  |
|           | 30 Minutes       | 49     | 50    | Y           | 18     | 17    | -1                | 15     | 11    | -4 |                  | 43     | 50    | Y           | 16     | 12    | -4              | 8      | 3     | -5 |                  | 57     | 64    | Y           | 15     | 18    | Y               | 10     | 5     | -5   |                  | 28    | 29   | Y           | 13    | 13   | Y               | 14    | 8  | -6 |  |
|           | Sub total        |        | 60    |             |        |       | 23                |        |       | 20 |                  | 103    |       |             |        | 20    |                 |        | 10    |    | 82               |        | 69    |             |        | 19    |                 |        | 13    |      | 101              |       | 34   |             |       | 16   |                 | 18    |    | 68 |  |
| April     | Plus 60 Min      |        | 0     |             |        |       | 0                 |        |       | 1  | Y                |        |       |             |        |       | 0               |        |       |    |                  | 0      |       |             |        |       |                 | 0      |       |      |                  | 0     |      |             |       | 0    |                 |       |    |    |  |
|           | 60 Minutes       | 33     | 1     | Y           | 11     | 0     | Y                 | 7      | 1     | -1 |                  | 50     | 0     | Y           | 21     | 1     | Y               | 18     | 4     | Y  |                  | 55     | 1     | Y           | 19     | 2     | Y               | 13     | 1     |      |                  | 0     |      |             |       | 0    |                 |       |    |    |  |
|           | 45 Minutes       | 31     | 5     | Y           | 10     | 7     | Y                 | 6      | 1     | -1 |                  | 47     | 6     | Y           | 19     | 3     | Y               | 16     | 6     | -1 |                  | 51     | 3     | Y           | 17     | 3     | Y               | 12     | 6     |      |                  | 0     |      |             |       | 0    |                 |       |    |    |  |
|           | 30 Minutes       | 28     | 28    | Y           | 10     | 5     | -5                | 5      | 4     | -1 |                  | 43     | 46    | Y           | 18     | 18    | Y               | 14     | 9     | -5 |                  | 47     | 53    | Y           | 16     | 15    | -1              | 11     | 7     | -4   |                  | 0     |      |             |       | 0    |                 |       |    |    |  |
|           | Sub total        |        | 34    |             |        |       | 12                |        |       | 7  |                  | 53     |       |             |        | 22    |                 |        | 19    |    | 93               |        | 57    |             |        | 20    |                 |        | 14    |      | 91               |       | 0    |             |       |      | 0               |       |    | 0  |  |
| May       | Plus 60 Min      |        | 0     |             |        |       | 0                 |        |       | 1  | Y                |        |       |             |        |       | 0               |        |       |    |                  | 0      |       |             |        |       |                 | 0      |       |      |                  | 0     |      |             |       | 0    |                 |       |    |    |  |
|           | 60 Minutes       | 49     | 0     | Y           | 23     | 0     | Y                 | 13     | 1     | Y  |                  | 28     | 1     | Y           | 14     | 0     | Y               | 13     | 4     | Y  |                  | 35     | 0     | Y           | 17     | 0     | Y               | 11     | 0     | Y    |                  | 0     |      |             |       | 0    |                 |       |    |    |  |
|           | 45 Minutes       | 45     | 4     | Y           | 21     | 3     | Y                 | 12     | 6     | Y  |                  | 26     | 4     | Y           | 13     | 5     | Y               | 12     | 3     | -2 |                  | 32     | 5     | Y           | 15     | 2     | Y               | 10     | 5     | Y    |                  | 0     |      |             |       | 0    |                 |       |    |    |  |
|           | 30 Minutes       | 41     | 46    | Y           | 19     | 21    | Y                 | 11     | 6     | -5 |                  | 24     | 24    | Y           | 12     | 10    | -2              | 11     | 7     | -4 |                  | 30     | 31    | Y           | 14     | 16    | Y               | 9.1    | 7     | -3   |                  | 0     |      |             |       | 0    |                 |       |    |    |  |
|           | Sub total        |        | 50    |             |        |       | 24                |        |       | 14 |                  | 88     |       |             |        | 15    |                 |        | 14    |    | 58               |        | 36    |             |        | 18    |                 |        | 12    |      | 66               |       | 0    |             |       |      | 0               |       |    | 0  |  |
| June      | Plus 60 Min      |        | 0     |             |        |       | 0                 |        |       | 0  |                  |        |       |             |        |       | 0               |        |       |    |                  | 0      |       |             |        |       |                 | 0      |       |      |                  | 0     |      |             |       | 0    |                 |       |    |    |  |
|           | 60 Minutes       | 55     | 0     | Y           | 12     | 0     | Y                 | 10     | 3     | Y  |                  | 49     | 0     | Y           | 15     | 0     | Y               | 8      | 0     | Y  |                  | 55     | 0     | Y           | 25     | 1     | Y               | 13     | 2     | Y    |                  | 0     |      |             |       | 0    |                 |       |    |    |  |
|           | 45 Minutes       | 51     | 6     | Y           | 11     | 3     | Y                 | 9      | 1     | -1 |                  | 45     | 2     | Y           | 14     | 4     | Y               | 8      | 5     | -3 |                  | 51     | 3     | Y           | 22     | 3     | Y               | 12     | 4     | Y    |                  | 0     |      |             |       | 0    |                 |       |    |    |  |
|           | 30 Minutes       | 47     | 51    | Y           | 10     | 10    | Y                 | 8      | 7     | -1 |                  | 41     | 48    | Y           | 13     | 12    | -1              | 7      | 4     | -3 |                  | 47     | 54    | Y           | 21     | 22    | Y               | 11     | 8     | -3   |                  | 0     |      |             |       | 0    |                 |       |    |    |  |
|           | Sub total        |        | 57    |             |        |       | 13                |        |       | 11 |                  | 81     |       |             |        | 16    |                 |        | 9     |    | 75               |        | 57    |             |        | 26    |                 |        | 14    |      | 97               |       | 0    |             |       |      | 0               |       |    | 0  |  |
| July      | Plus 60 Min      |        | 0     |             |        |       | 0                 |        |       | 0  |                  |        |       |             |        |       | 0               |        |       |    |                  | 0      |       |             |        |       |                 | 0      |       |      |                  | 0     |      |             |       | 0    |                 |       |    |    |  |
|           | 60 Minutes       | 49     | 0     | Y           | 16     | 1     | Y                 | 6      | 3     | Y  |                  | 40     | 0     | Y           | 14     | 2     | Y               | 9.4    | 4     | -1 |                  | 50     | 1     | Y           | 15     | 0     | Y               | 8.5    | 3     | -1   |                  | 0     |      |             |       | 0    |                 |       |    |    |  |
|           | 45 Minutes       | 45     | 3     | Y           | 15     | 4     | Y                 | 5      | 3     | -2 |                  | 37     | 1     | Y           | 13     | 1     | Y               | 8.4    | 3     | -4 |                  | 47     | 3     | Y           | 14     | 4     | Y               | 8      | 2     | -3   |                  | 0     |      |             |       | 0    |                 |       |    |    |  |
|           | 30 Minutes       | 41     | 47    | Y           | 14     | 12    | -2                | 5      | 0     | -5 |                  | 34     | 40    | Y           | 12     | 12    | Y               | 7.6    | 2     | -6 |                  | 43     | 48    | Y           | 13     | 12    | -1              | 7      | 3     | -4   |                  | 0     |      |             |       | 0    |                 |       |    |    |  |
|           | Sub total        |        | 50    |             |        |       | 17                |        |       | 6  |                  | 73     |       |             |        | 15    |                 |        | 10    |    | 66               |        | 52    |             |        | 16    | Y               |        | 9     |      | 77               |       | 0    |             |       |      | 0               |       |    | 0  |  |
| August    | Plus 60 Min      |        | 0     |             |        |       | 0                 |        |       | 0  |                  |        |       |             |        |       | 0               |        |       |    |                  | 0      |       |             |        |       |                 | 0      |       |      |                  | 0     |      |             |       | 0    |                 |       |    |    |  |
|           | 60 Minutes       | 23     | 1     | Y           | 11     | 1     | Y                 | 7      | 0     | Y  |                  | 56     | 1     | Y           | 15     | 0     | Y               | 8      | 5     | Y  |                  | 50     | 0     | Y           | 16     | 0     | Y               | 13     | 2     |      |                  | 0     |      |             |       | 0    |                 |       |    |    |  |
|           | 45 Minutes       | 22     | 2     | Y           | 10     | 2     | Y                 | 6      | 3     | Y  |                  | 52     | 4     | Y           | 14     | 3     | Y               | 7      | 2     | -4 |                  | 47     | 3     | Y           | 15     | 5     | Y               | 12     | 3     |      |                  | 0     |      |             |       | 0    |                 |       |    |    |  |
|           | 30 Minutes       | 20     | 21    | Y           | 10     | 9     | -1                | 5      | 4     | -1 |                  | 48     | 53    | Y           | 13     | 13    | Y               | 6      | 1     | -5 |                  | 43     | 49    | Y           | 14     | 12    | -2              | 11     | 9     | -2   |                  | 0     |      |             |       | 0    |                 |       |    |    |  |
|           | Sub total        |        | 24    |             |        |       | 12                |        |       | 7  |                  | 43     |       |             |        | 16    |                 |        | 8     |    | 82               |        | 52    |             |        | 17    |                 |        | 14    |      | 83               |       | 0    |             |       |      | 0               |       |    | 0  |  |
| September | Plus 60 Min      |        | 0     |             |        |       | 1                 | Y      |       |    | 0                |        |       |             |        |       | 1               |        |       |    |                  | 0      |       |             |        |       |                 | 0      |       |      |                  | 0     |      |             |       | 0    |                 |       |    |    |  |
|           | 60 Minutes       | 46     | 1     | Y           | 21     | 1     | Y                 | 25     | 4     | Y  |                  | 55     | 1     | Y           | 13     | 1     | Y               | 11     | 1     | Y  |                  | 63     | 4     | Y           | 20     | 1     | Y               | 18     | 3     | Y    |                  | 0     |      |             |       | 0    |                 |       |    |    |  |
|           | 45 Minutes       | 42     | 4     | Y           | 19     | 7     | Y                 | 23     | 8     | Y  |                  | 51     | 9     | Y           | 12     | 2     | Y               | 10     | 3     | Y  |                  | 59     | 12    | Y           | 18     | 5     | Y               | 16     | 6     | Y    |                  | 0     |      |             |       | 0    |                 |       |    |    |  |
|           | 30 Minutes       | 39     | 42    | Y           | 18     | 13    | -5                | 21     | 15    | -6 |                  | 47     | 46    | -1          | 11     | 11    | -1              | 9      | 8     | -1 |                  | 53     | 49    | -4          | 17     | 15    | -2              | 14     | 10    | -4   |                  | 0     |      |             |       | 0    |                 |       |    |    |  |
|           | Sub total        |        | 47    |             |        |       | 22                |        |       | 27 |                  | 96     |       |             |        | 14    |                 |        | 12    |    | 83               |        | 65    |             |        | 21    |                 |        | 19    |      | 105              | </    |      |             |       |      |                 |       |    |    |  |